



# OCIO CHRONICLES

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## Improving HR Services for USAID Employees



Following a detailed assessment and selection process, USAID has been approved to move to the [Department of Treasury's HR Connect Shared Service Center](#). Over the past several months, OHR and OCIO have been hard at work preparing for a phased migration to this Center. We will implement the following five (5) systems over the next year:

- **Monster®/CareerConnector**, the new recruiting tool managed by Monster, which replaces AVUE effective immediately for posting new vacancy announcements
- **Entry on Duty System (EODS)**, which electronically automates forms and reduces multiple data entry for Payroll and Human Resources
- **HR Connect**, the new personnel system for ALL agency staff, which will serve as a single source for all personnel actions
- **Workforce Analytics**, a new enterprise reporting tool that provides standard and custom personnel reports
- **Integrated Talent Management (ITM)**, which replaces our existing Learning Management System (LMS) and enables talent management, competency management, and workforce planning.

The first system we will fully implement -- in Q1 FY12 -- will be Monster®/CareerConnector. The Office of Inspector General (OIG) and the Office of Afghanistan and Pakistan Affairs (OAPA) are currently piloting that system. We are pleased to announce that, thanks to our counterparts in OIG, we have posted the first job announcements on USAJOBS.gov using the new Monster®/CareerConnector system!

As we continue to migrate to this new shared service center, OHR and OCIO will be reaching out to key stakeholders for help ensuring that we successfully migrate each system. For example, OHR and OCIO are working with the Administrative Management Staff (AMS) to gather a reporting hierarchy for the entire Agency. This information will provide the foundation for the new personnel system, HR Connect, and more accurately map the Agency's reporting structure. Any Agency employee will be able to view their reporting relationships to their managers -- all the way up to Administrator Shah -- as well as their direct reports.

The HR LOB project team has also created a weekly newsletter to keep you informed about what is happening on the project. If you are interested in receiving this newsletter, please send an email to Zack Kahn ([zkahn@usaid.gov](mailto:zkahn@usaid.gov)) or Adrian Blue ([ablue@usaid.gov](mailto:ablue@usaid.gov)).



**USAID**  
FROM THE AMERICAN PEOPLE

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### HR LOB Communications Portal is Coming!

Stay tuned for the rollout of the new HR LOB Communications Portal, a centralized location for all things related to the HR LOB initiative. Through this portal, you will be able to access such things as an HR LOB Fact Sheet, HR LOB training schedules, and Frequently Asked Questions (FAQ). We will announce the availability of the portal, and provide instructions for accessing it, soon.

### Google Tip!



**No more merging documents!** When you or your collaborators make changes to a document in Google Docs, it keeps one copy and quietly tracks all changes. If you need to see all revisions to your document, go to "file," then "see revision history." A revision history pane will open; if you select "show changes," you can see all revisions as "tracked changes." You can choose to see the chronology of changes by clicking on "show more detailed changes" or "show less detailed changes" as you prefer.

If you would like to submit an article or you have an interesting story to tell us, please send an email to [cionewsletter@usaid.gov](mailto:cionewsletter@usaid.gov)

Questions, comments and concerns are also encouraged as we strive to make our newsletter better.

## Are you a Security Superhero or a Security Villain?



Did you know that most of the attempted cyber attacks on USAID's information technology (IT) systems come from inside the Agency? Most of these attacks result from human error or failure to follow USAID's IT security policies. At OCIO, we use a variety of technologies and policies to help us protect our IT systems and data. However, system at risk – making us more like IT villains than IT superheroes many of us still engage in behaviors that put our IT. Which are you?

Answer these questions honestly to determine whether you're a security superhero or a security villain:



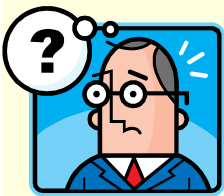
I do this/I have done this...	Yes	Never!
I sometimes let my friends or family members use my USAID laptop, Blackberry, or other Agency device.		
I have tried to figure out how to get around the security system so I can do things that system won't let me do, like surf the Web.		
I left my computer in the bar/restaurant/airport, but I got it back and didn't tell anyone.		
I've tried to access USAID data on an open, unprotected network (like free Wi-Fi at a local coffee shop).		
I've tried to install cool new software onto my USAID laptop/Blackberry/other device.		
I've clicked on a link from my social network site (Facebook, MySpace, etc.).		
I've copied work files onto a USB/ thumb drive and taken them home/on travel so I can keep working on them.		

How did you do?

If you answered Never! to all six questions, you're an IT security superhero! If you answered Yes to even one question, you have violated USAID security policy and might be on your way to becoming an IT security villain. Please review USAID's IT security policies so you can regain your superhero status!

If you have any questions about our policies and your responsibilities for IT security, please visit <http://spsexternal.usaid.gov/m/cio/CISO/Pages/RulesandRegulations.aspx>

## The KSC Research Team: We Find Answers to your Important Questions



Helping USAID in its quest to make the most informed development decisions possible is no easy task, but that's exactly what

the small but invaluable USAID Knowledge Services Center (KSC) research team does. The KSC research team is staffed by eight specialists with expertise in economic growth, democracy and governance, conflict and humanitarian assistance, education, global health, and the environment. With its detailed knowledge of these subjects, the team regularly tackles requests for research and analysis from throughout the Agency. For example, recently the Democracy and Governance Office requested an analysis of the human rights violations committed by the Qadafi regime, while a client in Afghanistan was looking for statistics on Afghani-

stan's mines.

In the last year or so, KSC has received a spike in requests from Office of the Administrator (AID/A), many focused on the Agency's innovations. For example, the KSC research team helped identify and fact-check innovations that USAID has developed over the years such as . USAID's methods for providing financial assistance to smallpox eradication programs in 20 West and Central African countries. These innovations were highlighted by the U.S. government at the 2010 United Nations General Assembly.

More recently, the KSC team researched private-public partnerships that pre-date the Global Development Alliance. The results shed light on how USAID has promoted these partnerships over the years and contributed valuable information to one of the Agency's major themes that will be used this fall as part of the Agency's 50th anniversary cele-

bration.

The KSC research team's adept handling of quick turnaround requests has also won it kudos from many of its clients. We have handled time-sensitive requests from AID/A for information on acacia trees and cholera vaccinations in Haiti, and summarized a book about responding to mass atrocities. The KSC team has also contributed country and Mission profiles for use in briefing books.

To learn more about the KSC research team's services, which are available to all USAID staff including those at the Missions, please contact Ray Robinson at [rayrobinson@usaid.gov](mailto:rayrobinson@usaid.gov). And check out "The KSC Research Team's Developedia Page" on Developedia (<http://developedia.usaid.gov>) and the KSC Web site at <http://inside.usaid.gov/m/cio/KM/Pages/KnowledgeServicesCenter.aspx>.

## Data Loss Prevention and Protecting Personal Information



Data Loss Prevention (DLP) is a program used to identify, monitor, and protect sensitive data. Here at the Agency, we use it to prevent Personally Identifiable Information (PII) from being sent outside of the firewalls

without proper encryption. PII is data that can be used to identify or locate a specific individual, such as name, date of birth, social security number, address, etc.

When two indicators of PII are sent in an email, such as a name and date of birth or a name and social security number, DLP will notify the sender, by email, of a possible PII violation. (Some users have already received such notices.) Once the program is fully integrated,

it will be able to block, quarantine, or reroute emails that are not encrypted and contain PII.

Some Agency employees are required to send out PII via e-mail in order to effectively complete their assigned tasks.

DLP is not meant to prevent users from completing their tasks. The goal of DLP is to prevent unauthorized personnel and persons from being able to view, use, or disclose another individual's personal information in compliance with the Privacy Act of 1974.



*We have incorporated PPI Protection Training into our New Employee Orientation.*

### A Special Anniversary!

November 15 was the one-year anniversary of an effort called "Protection of the Collection," which Mr. Jeffrey Anouilh spearheaded to increase the awareness of Privacy and Data Protection throughout the Agency. On Nov. 15, 2010, a team of Privacy Professionals gathered to strategize a way to increase Privacy Awareness and to minimize the chance for the Agency to sustain a data loss. This effort included using the Data Loss Prevention (DLP) tool as well as incorporating Privacy and Personally Identifiable Information (PII) Protection Training into New Employee Orientation. Through these efforts, hundreds of new employees have become more educated about the Agency's efforts to safeguard data we use on a daily basis. The earlier we reinforce to employees the need to protect data we collect, the better we will be as an Agency.

## Why Donate? Because you can make a real difference!

A month into his tour of Iraq, Sergeant Adam Kisielewski entered a booby-trapped school in Al Karmah. He lost his left arm and his right leg, and he almost lost his left leg. While recovering in the hospital, a representative from a Combined Federal Campaign-supported charity began visiting Mr. Kisielewski, helping him along the difficult road to recuperation. Today, Mr. Kisielewski dedicates his time to that same charity, helping newly returned veterans rebuild their lives. Mr. Kisielewski's story is one of many ways in which your donation through the Combined Federal Campaign (CFC) makes a difference. M/CIO has a goal of \$12,200; USAID's goal is \$625,000.

### Make a difference. Donate today.

So many people need your help, especially in these very challenging times. The CFC supports more than 4,000 health and human services charities around the world. Donating online is easy!

Go to [www.cfcnca.org](http://www.cfcnca.org)

1. Click "donate now"
2. Click "please login or register"
3. Follow the steps to login with your info from last year or create a new account
4. Choose your charity



**Be sure to donate by  
Dec. 15, 2011.**



### M/CIO CFC Events

#### Friday, Dec. 2: Denim Day

Wear your jeans and donate \$5 to CFC. Turn in your \$5 to Rachel and Lauren in the CIO Suite. All proceeds go to CFC.



#### Friday, Dec. 9: Jersey Day



For \$5, wear your favorite sports jersey. Turn in your \$5 to Rachel and Lauren in the CIO Suite. All proceeds go to CFC.

#### Our big event: A pie in the face!

As announced at our Thanksgiving Potluck, BJ Boyden and Jay Mahanand have volunteered to take a pie in the face for charity. We have set a \$100 goal each for BJ and Jay, which will be donated to the charity of BJ and Jay's choice. Once we have reached our goal of \$100 for each, we will have a whipped cream pie event. From now until December 15, turn in your donations toward this goal to Rachel and Lauren, and tell them who – BJ or Jay – you wish to have "creamed." We will show our progress toward our goal of \$100 for each victim on charts on the 11th floor in CIO.



## OCIO Fellows

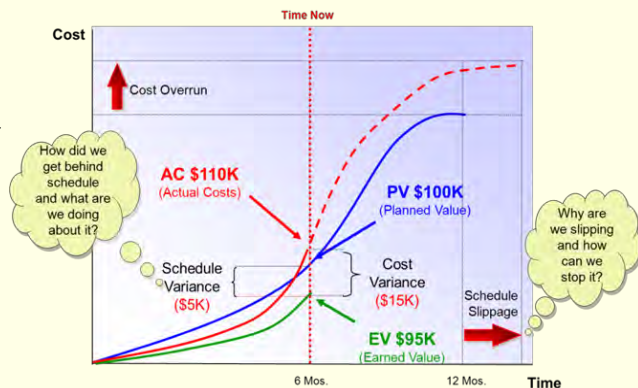


Recently, the CIO hosted a class of seven CIO foreign service nationals (FSN) Fellows. The class consisted of Kangwa Mwamba (Zambia), Edmond Hondro (Albania), Octavio Rosario (Dominican Republic), Dawit Assefa-Bahru (Ethiopia), Nitesh Sewendan (South Africa), Enver Malsia (Kosovo), and Evgeny Kozhevnikov (Kazakhstan). During their stay, they assisted with the Google pilot program and performed all of the preparatory work necessary to ensure that the custom Google deployment at their Missions will go smoothly. The CIO appreciates the hard work and enthusiasm that the Fellows brought to the Google project, and is grateful for their participation in this program because they have helped to make OCIO more responsive to current and future Mission needs.

## Cost and Schedule Variance Analysis– What is it good for?

Many project managers (PMs) are confident that they can adequately manage a project without going through formal “variance analysis,” which provides detailed information about a project’s performance. However, various Federal initiatives are now demanding increased transparency and accountability of project performance, and variance analyses provide a very useful tool to meet these demands. In a variance analysis, a PM identifies the root cause(s) of problems, analyzes the impacts those problems are creating for the project schedule and costs, and develops corrective actions to improve performance.

The graph to the right is commonly referred to as an S-curve. It illustrates the cost and schedule variance from the planned performance baseline, which helps PMs to visually communicate variances and trends to management and other stakeholders.



At the 6-month mark of this project, the **blue line** shows the budgeted cost for the work to be performed (\$100K); the **green line** shows the budgeted value of all work performed (\$95K); and the **red line** shows the actual costs incurred (\$110K). Based on these figures, the project is behind schedule by \$5K (\$95K – \$100K) and over budget by \$15K (\$95K – \$110K). With this type of performance data, the PM can both determine the schedule and cost variances and begin to identify the sources of those variances. It’s important to note that these figures are cumulative totals of control accounts. For example, the schedule variance of \$5K is the total between work that was planned and work that was performed at the control account level. By conducting a variance analysis, the PM can pinpoint the underperforming control account (s) and identify performance trends that are used to calculate and forecast the project’s end date and final cost, also known as the estimate-to-completion (ETC), shown as the **red dotted line**.

In-depth variance analyses allow a PM to closely monitor and evaluate project performance; encourages project teams to identify and address root causes of schedule delays and cost overruns; and provides an objective and clear method for reporting project status, all of which contribute to OCIO’s goal of improving project performance.



## Web Content Clean Up Update

On November 1st, the OCIO launched a project to clean up the USAID public website. Based on direction from the [Administrator](#), Bureaus and Offices are required to review all of their content on the public website that is more than two years old and identify content that can be removed, updated, or kept as is. This [governance document](#) explains the requirements. To make this review easier, OCIO has launched a [website](#) that allows content owners to review existing content for their section of the public website and determine what should be kept or removed. **The deadline for reviewing website content is December 2nd.** After that date, any un-reviewed content more than two years old will be removed from the website and archived. Bureaus and Offices are highly encouraged to quickly review their content on the public website.

For more information about the public website cleanup, please contact Bill Wood at [bwood@usaid.gov](mailto:bwood@usaid.gov) or 703-666-5651.

+	Add User	All Users	Your Profile
Lauren Seyfried Page Total 49318		21399 pending	
Keep		7099	
Update		1388	
Remove		19432	
Total Reviewed		27919	
100% of total site		43% pending	57% reviewed